

Texas Historical Commission Job Vacancy Notice

Position Title:	Group Sales and Events Coordinator
Classification Title:	Program Specialist I
Job Posting Number:	18-1600-42
Salary:	\$2,900.00-3,400.00/Monthly
Salary Group/Class#:	B17/1570
FLSA:	Exempt
Opening Date:	02/13/2018
Closing Date:	Until filled
Duration:	Regular, Full-time
Hours/Week:	40
Work Location Address:	San Felipe de Austin State Historic Site, 220 2 nd Street, San Felipe, TX

JOB OBJECTIVE: Under the direction of the Site Manager, the Group Sales and Events Coordinator performs moderately complex group sales and event planning work. Work involves promoting, booking and coordinating all logistics related to group sales (bus tours, local and regional stakeholder/corporate/civic groups - essentially any group other than school field trip bookings); also involves promoting, booking and coordinating all logistics related to private event use of museum facilities. Responsible for compliance with established security requirements and site-use procedures for private events. May train others. Work under moderate supervision with limited latitude for the use of initiative and independent judgment.

ESSENTIAL DUTIES:

1. Coordinate the delivery of group tours and private events to ensure maximum efficiency and to avoid scheduling conflicts with other site business/audiences.
2. Maintain a schedule for all current events and track and respond to requests for proposed events. Research and recommend new opportunities for events to maximize exposure to target audiences and achieve site goals and objectives effectively.
3. Create and promote compelling packages for group tour planners to encourage them to book experiences at the San Felipe de Austin museum facility.
4. Coordinate customized tour elements for bookings with appropriate museum staff to ensure program quality and customer satisfaction.
5. Serve as a liaison for the site to the regional business community to maximize corporate bookings and community events hosted by these partners.
6. Assist in providing logistical and operational support for site-hosted events, both public and private.
7. Identify local and regional group tour clients as well as national bus tour operators that travel the I-10 corridor in Texas to solicit business.
8. Create and maintain partnerships with local vendors to provide catering or similar services requested by tour groups.
9. Provide logistical and resource support for site-hosted events.
10. Track and record financial, sales and associated records related to annual group tours and special event booking.
11. Compile and maintain an inventory database of materials acquired to support groups and events.
12. Promote the site to regional businesses and individuals that might schedule/book private events at the facilities.
13. Conduct formal and/or informal surveys to determine customer needs and satisfaction and recommend types of private event offerings necessary to best serve clients.

14. Evaluate group sales and event packages and operations with focus on: quality, consistency, customer service and satisfaction, image and branding, marketing and promotions, competitive analyses and market place trends.
15. Serve as the on-site host for private events booked outside of museum operating hours.
16. Coordinate all set-up and take-down activities planned in support of private events hosted at the museum facility or on the grounds.
17. Work closely with site administration – particularly visitor services and education departments to ensure that tours or private events incorporate public history elements when appropriate.
18. Contribute to visitor service operations when needed, including admissions, museum store sales and product development. Serve as occasional manager-on-duty when required.
19. Contribute to social media promotion for the site, particularly as it relates to group tours and private event bookings.
20. Adhere to established work schedule with regular attendance.
21. Follow all THC safety guidelines/procedures and ethics requirements.

NON-ESSENTIAL DUTIES:

22. Perform other duties as assigned.

QUALIFICATIONS/REQUIREMENTS (The application must specifically state how each of the following qualifications are met):

- Graduation from an accredited four-year college or university with a degree (or one year of work experience related to the essential duties may substitute for one year of college);
- Minimum two years' work experience in planning, coordinating, overseeing and managing group sales and/or special events;
- Work experience communicating and coordinating with diverse groups;
- Valid driver's license, acceptable driving record and ability to drive a state vehicle; and
- Required to travel up to 10% of the work period.

PREFER:

- Work experience with Texas state procurement policies and contract management.
- Experience using computer based Point of Sale retail management software with perpetual components.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Microsoft Office Suite including a strong working knowledge of Excel;
- Knowledge of rules and regulations applicable to private event hosting, including laws and policies regarding alcohol served at such events;
- Knowledge of retail sales practices and procedures, including ordering, receiving, inventory control, merchandise display and record keeping;
- Knowledge of accounting and audit accountability;
- Knowledge of maintenance techniques and procedures needed to support private event scheduling and staging;
- Effective verbal and written communication, human relations and organizational skills;
- Effective critical thinking skills;
- Skill in providing customer service excellence to both internal and external customers;
- Skill in operating a personal computer with word processing, database and spreadsheet software;
- Ability to handle emergencies, complaints, stressful situations and large groups of people;
- Ability to implement new systems and procedures to evaluate efficiency and effectiveness;
- Ability to analyze problems, evaluate alternatives and recommend effective solutions;
- Ability to process information in a logical manner and to assess validity;
- Ability to work in a setting requiring self-motivation/cooperative decision-making and to work effectively with diverse groups of people;
- Ability to work effectively under pressure and meet strict deadlines while maintaining extreme attention to detail;
- Ability to multi-task in a fast-paced environment;
- Ability to adapt successfully and quickly to change and deliver quality results in a timely manner;
- Ability to plan, organize and work independently, as well as within a team environment;
- Ability to train others;

- Ability to exercise sound judgment and discretion; and
- Ability to maintain the highest level of confidentiality.

REGISTRATION, CERTIFICATION, OR LICENSURE:

Must have or obtain a valid Driver's License and Defensive Driving Course to be able to operate state vehicles.

ENVIRONMENT/PHYSICAL CONDITIONS: This position is housed in a historic building next to the agency's headquarters near the state capitol in Austin and may have exposure to dust and environmental allergens consistent with normal business activities and human contact. Mostly sedentary in nature but may involve walking; standing; pulling and pushing; kneeling, stooping and bending; performing tasks requiring fine motor skills and coordination; and safely lifting and carrying items weighing up to 30 pounds. Must be able work extended periods at a computer, and may require working extended hours and some evenings and weekends, as needed.

REMARKS (Application procedures, Special requirements): State of Texas application must be submitted through the Work In Texas website at www.workintexas.com. You must have a Work In Texas profile in order to login and complete the application. If you have questions regarding the application process, please contact your local Work in Texas office. Only applicants interviewed will be notified of their selection or non-selection. Resumes will NOT be accepted in place of a completed application.

The Texas Historical Commission is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, genetic information, age or disability in recruitment, selection, appointment, training, promotion, retention or any other personnel action or deny any benefits or participation in programs or activities which it sponsors.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.

As part of the employment process, THC will conduct a driving and criminal background check. Unsatisfactory information relevant to the position may disqualify the applicant from employment.

Disability access for testing and interview accommodations can be provided upon reasonable notice by contacting Human Resources at 512-305-6729.

THC participates in E-Verify and will provide the Social Security Administration and, if necessary, the Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

Additional Military Crosswalk information can be accessed at:

http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf

Veterans: Go to www.texasskillstowork.com for assistance with translating your military work experience and training courses into civilian job terms, qualifications/requirements and skill sets.

For New Hires/Rehires: Health insurance is available the 1st of the following month after a 60-day waiting period.

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AFFIRMATIVE ACTION EMPLOYER